

**CLERK'S SUMMARY OF AGENDA ACTION  
AND OFFICIAL MINUTES  
GOVERNMENTAL STRUCTURE TASK FORCE  
JUNE 28, 2005**

The Governmental Structure Task Force convened in the County Commission Chambers on the second floor of the Stephen P. Clark Center, 111 N.W. First Street, Miami, Florida, at 2:00 p.m. on June 28, 2005; there being present upon roll call, Chairman Dennis Moss, Commissioners Rebeca Sosa, Natacha Seijas, and Sally Heyman; Assistant County Attorney Abigail Price-Williams; Special Assistant, Strategic Management Initiatives, Corinne Brody; Assistant Director, Office of Strategic Business Management, Kevin Lynskey; and Deputy Clerk Jill Thornton.

**I. Introduction and Welcome**

Chairman Moss called the Task Force meeting to order at 2:37 p.m. He welcomed his colleagues and staff.

**II. Procurement Survey Update: Board Approval Cycle**

Ms. Miriam Singer, Director, Department of Procurement Management (DPM), presented the report entitled, "Procurement Survey (June 2005)."

Ms. Singer noted DPM's proposed budget included an enhancement to the procurement system that would provide modern technological tools to improve its efficiency.

Commissioner Sosa asked that the procurement process be reviewed together with staff and committee members to identify alternatives to reduce the procurement cycle that were unique to Miami-Dade County.

Commissioner Heyman asked staff to provide, through another in-house review, specific substantive recommendations to reduce the procurement process cycle while identifying which recommendations involved administrative decisions versus legislative decisions.

Regarding the User Access Program (UAP), Commissioner Heyman suggested that all outside agencies be invited to participate in Miami-Dade County's contract process. She asked Ms. Corinne Brody, Special Assistant, Strategic Management Initiatives, to determine whether Miami-Dade County was legally entitled to 100% of the UAP (2%) fee from vender invoices involving contractual agreements with outside agencies.

Commissioner Sosa asked staff to provide at the next committee meeting a status report identifying all ongoing procurement reforms that instruct the Manager to come back to this Commission within a prescribed timeframe.

Commissioner Seijas asked staff to develop a flowchart that depicts Miami-Dade County's procurement process.

In response to a question raised by Commissioner Moss regarding the veto period, Ms. Singer noted legislation proposed by the Board that required a 30-day period for reconsideration before executing a purchase order which included 10-days for a Mayoral veto. She noted, under rare circumstances, a waiver of the reconsideration period could be requested.

Responding to a question by Commissioner Heyman whether the consultant hired by DPM to review the proposals had also evaluated the selection process, Ms. Singer noted that was not within the scope of the consultant's contract, but staff would have the consultant review it, if instructed by the Board.

Commissioner Moss suggested the procurement process be reviewed by a consultant through the Commission Auditor's Office.

Commissioner Diaz commended Ms. Singer and employees of DPM for their outstanding work. He noted it was important to ensure that proper funding was provided to the DPM for adequate tools and staffing. He thanked Commissioner Sosa for her leadership and efforts in addressing procurement issues through the Community Outreach, Safety and Healthcare Administration Committee.

### **III. Criteria for Grading the Counties Project**

Mr. Kevin Lynskey, Assistant Director, Office of Strategic Business Management, presented a Power Point presentation entitled "Government Performance Project Criteria: Grading the Counties (2002)," and summarized the following general categories used for grading:

- Financial Management
- Capital Management
- Human Resources
- Managing for Results
- Information Technology

Mr. Lynskey pointed out that if re-surveyed today, Miami-Dade County would receive higher scores in the categories of Financial Management, Capital Management and Managing for Results due to significant improvements in these areas. He noted the County received its highest score in Human Resources, and if re-surveyed, would receive an outstanding score based on implementation of its strategic plan, improved budget process and several new initiatives to communicate results/activities to stakeholders, such as Community Report Card and "ActiveStrategy" software. The County received its lowest grade in the area of Information Technology, he noted, and would probably not be recognized for its progress in IT, if re-surveyed, because the Grading of the Counties Project focused more on IT investment decisions rather than successful web portals or programs like 311.

### **IV. Grading the Counties Update on IT**

Ms. Judith Zito, Chief Information Officer for Miami-Dade County, presented a Power Point presentation entitled "Miami-Dade County Information Technology, 2002-2005. She noted IT had faced many challenges at the time of the survey but had since made significant progress and received various awards. She also noted that IT was recognized by many organizations for best

practices and innovation and that staff routinely received compliments on the types of services provided to the public, including its Website that allows for a sexual predator search.

Ms. Zito noted the County's IT Department had made specific progress in the area of strategic goals and had implemented governing framework to evaluate and fund IT initiatives. She also noted the following were some benefits of the resource allocation process: Shared solutions, a comprehensive cost/plan methodology for projects; alignment with the County's existing IT infrastructure; and alignment to the County's strategic goals and methodology. She stated it was important to the IT Department to invest allocated dollars into a reliable, secure infrastructure and into staff, noting IT had increased its budget for employee training. She further noted that at the time of the survey, IT was weak in the area of planning but had since made great progress by implementing a multi-year roadmap for key IT initiatives and implementing a Project Dashboard to track all projects in excess of 120 hours.

Commissioner Diaz asked staff to explore adding a secondary link to the public service online predator search that would provide access to a complete criminal record of the sexual offender.

In response to a question by Commissioner Heyman whether individuals could access information about code violations or other neighborhood problems, Ms. Zito noted all violations that were reported would be included.

In response to a question by Commissioner Heyman whether someone in the department would stay abreast of the information received to make changes or delete anything obsolete, Ms. Zito noted improvements were made in the area of quality monitoring that included a "missing topic" report and #311. She also noted a knowledge-based specialist was employed by #311 to review information routinely and contact departments to ensure updates were made. The goal, she noted, was to answer 80% of all calls on first contact so callers would receive an answer before hanging up. Ms. Zito noted the largest volume of calls were for Animal Services.

Commissioner Moss requested that Ms. Zito prepare for the BCC's review, a presentation on the "311" service program once it progressed.

## **V. Public Communications Plan Update**

Ms. Lynn Norman-Teck, Media Relations Specialist, Communications Department, gave an overview on the Updated Communications Plan and noted deadlines were quickly approaching to publish advertisements in some community periodicals for the months of August and September.

Commissioner Seijas asked staff to determine whether 15 minute radio spots were available for advertisements.

Commissioner Moss asked that the report presented today (06/28) on the Public Communications Plan be brought back to the next GSTF committee meeting for further discussion.

In regards to the existing public reach process, Commissioner Seijas noted an advertisement for district #13 entitled "For your Information" was missing.

Commissioner Sosa asked staff to provide at the next GSTF Committee meeting a report identifying funding allocations for community periodicals and to include community periodicals not paid on time and those removed from the County's list. She suggested that those who were removed from the list be given an opportunity to reapply.

## **VI. Community Periodicals Program**

Chairman Moss noted the importance of having information distributed countywide to increase public awareness on Miami-Dade County Government. He expressed a need to standardize the structure and funding of the community periodical program to ensure its effectiveness.

Chairman Moss opened the floor for public input from representatives of community periodicals and the following individuals appeared before the Board and expressed their concerns:

1. Ms. Barbara Oliver, representative of "La Prensa del Sur" newspaper.
2. Ms. Graciela Micheli, Co-Editor for "El Argentino-MercoSur" newspaper.
3. Mr. Jerry Nagee, president of "Caribbean Contact" newspaper.
4. Ms. Sandy Walker, publisher of "The Gospel Truth" newspaper.
5. Mr. Vicente P. Rodriguez, Editor for "La Voz de La Calle" newspaper.
6. Mr. Mike Gonzalez, representative of "La Prensa del Sur" newspaper.
7. Mr. Gary Johnson, representative of "Care Takers for Christ" newspaper.

## **VII. Open Discussion**

In response to a question by Commissioner Sosa, Ms. Norman-Trek noted the Communications Department was responsible for most advertisements sent out by the County for publication in the local newspapers.

Commissioner Sosa noted an article published in one of the newspapers that reported on a County event celebrated on May 20, 2005 that featured a photo caption that had nothing to do with the event.

Commissioner Sosa asked the Communications Department Director to provide committee members with copies of all advertisements including photo captions that were submitted by the Communications Department to the newspapers within the past year and to provide this information within one week. Commissioner Diaz asked that all publications submitted to community periodicals and mainstream newspapers be included.

Commissioner Seijas asked staff to identify which community periodicals were contacted in connection with the May 20 event and when. She also asked that committee members be provided with copies of the periodical(s) featuring this article.

Commissioner Heyman asked staff to provide a report on the Communications Department's outreach efforts to various ethnic groups.

Chairman Moss expressed a need to broaden the scope in order to ensure that County resources were wisely invested and that information was publicized throughout the entire community.

Commissioner Seijas agreed and asked Ms. Musto to come forward and indicate how she proposed to address these concerns.

Ms. Musto appeared before the Board and stated she would ensure that the materials requested were provided and that she would review the processes and procedures of the Community Periodical Program to address the concerns mentioned in today's (06/28) meeting.

Commissioner Diaz stated this information was vital for making decisions going forward, noting information that was published improperly would confuse the general public and send a negative message to the community. He emphasized the need for more structure, and asked that the committee members be provided with a report of the most recent rules and procedures governing community periodicals and mainstream newspapers. Commissioner Moss asked that this report include structure and how resources are allocated.

#### **VIII. Adjournment**

There being no further business to come before them, the Governmental Structure Task Force meeting was adjourned at 4:55 p.m.



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Commissioner Dennis C. Moss, Chairman